



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION AND SUBSTANCE ABUSE SERVICES

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COMMISSIONER

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MEMORANDUM

TO: DMHMRSAS Facility Directors
Community Services Board Executive Directors
Private Provider Chief Executive Officers

FROM: Dr. James Reinhard /*sn*
Commissioner

DATE: January 16, 2003

SUBJECT: Workforce Steering Committee Survey

During a System Leadership Council meeting last year, a discussion of a variety of workforce issues led to the creation of a Workforce Steering Committee. The purpose of this committee is to assess the primary issues facing the workforce in our service delivery system (DMHMRSAS facilities, CSBs and private providers) for the citizens of the Commonwealth of Virginia and to identify potential solutions for those issues. During the Workforce Summit conference in December 2001, several work groups were formed to outline these issues for three workforce categories (i.e., licensed clinical staff, direct care/support unlicensed staff, and non-traditional/family services providers). In support of the effort of those work groups, the Steering Committee determined that additional input from all service system providers would be extremely useful.

Attached to this memorandum is a survey designed to solicit your assessment of the recruitment and retention issues facing your organization. Please note that the interest of the Steering Committee is primarily focused on the workforce issues surrounding eight "disciplines": direct service workers (residential), direct service workers (non-residential), direct service worker supervisors (residential), direct service worker supervisors (non-residential), registered nurses, psychiatrists, licensed clinical social workers, and masters level non-licensed social workers. The close-ended response section of the survey (Workforce Recruitment and Retention Survey, pages 3 – 10) attempts to gauge the workforce issues from the chief operating officer's perspective, while the second section requests data on a number of facets of your organization's workforce. Your human resource manager might be the best individual to respond to those latter items. However, please provide only one response for your organization.

Responses to this survey are intended to provide the Workforce Steering Committee with baseline data to determine if specific recruitment and retention strategies have been/will be effective. The Committee intends to administer this survey annually. It is

recommended that your organization establish some mechanism for collecting these data on a routine basis since several respondents have expressed an interest in statewide and regional collaboration for program development and evaluation. Also, this instrument and subsequent trend analysis will establish a workforce profile that can enhance our ability to partner in applying for grants to support workforce training and development in our system of care among CSBs, facilities and private providers of mental health, mental retardation, and substance abuse services. Based on interest from participants, some aspects of the survey may be expanded in the future. All responses will be considered confidential and data will only be compiled/analyzed/presented in the aggregate. These summary report(s) will be provided to all respondents. Special requests for segregation and trend analysis of local data may be accommodated as resources allow.

If you have any questions concerning the Workforce Steering Committee and/or this survey, please call Neila Gunter at (804) 786-6270. Survey responses should be mailed in the pre-addressed postage paid envelope by **February 28, 2003**. Your assistance in this effort is greatly appreciated.

Attachment